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Web Services API Reference

Ready

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Ready

This operation is part of the [Supervisor Agent State Control API](#) section of the [Web Services API](#).

Overview

With this request, the supervisor can set an agent's channel status to Ready, meaning that the agent is available for phone calls on the voice channel, or ready to receive interaction invitations for media channels.

Request URL	/api/v2/users/{userId}/channels/{channelId}
HTTP method	POST
Required features	api-supervisor-agent-control

Valid values for channelId are voice, chat, email, and other defined media types.

Parameters

Parameter	Value
operationName	Ready

Sample

Request

```
POST api/v2/users/6c991eb2c1ba48d5b637d569a5295388/channels/chat
{
  "operationName": "Ready"
}
```

HTTP response

```
{
  "statusCode": "0",
}
```

Notification

The agent whose state has been updated receives notification:

```
{
  "channel": "/v2/me/channels",
  "data": {
    "channels": [
      {
        "channel": "chat",
        "dndState": "Off",
        "userState": {
          "displayName": "Ready",
          "id": "9430250E-0A1B-421F-B372-F29E69366DED",
          "state": "Ready"
        }
      }
    ],
    "messageType": "ChannelStateChangeMessageV2"
  }
}
```